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304 Registry

79-0995

21 MAR 1978

MEMORANDUM FOR: Deputy Director for Operations

FROM : Don I. Wortman
Deputy Director for Administration

SUBJECT : Handwritten Corrections on Headquarters
Originated Cables and Telepouches

REFERENCE : DDA 78-4274, dated 9 November 1978

1. The problems relating to handwritten corrections on Headquarters originated cables and telepouches are outlined in the referent memorandum. In this memorandum, we also asked for your assistance in reducing handwritten corrections; to date there has been no improvement. A survey of 2,879 messages sampled in January 1979 revealed that handwritten corrections appeared on 60.8% of the cables and telepouches prepared by all Directorates.

2. Divisions within the DDO originated 69.6% of all messages processed during the three day survey. Of the 2,004 DDO messages, 1,376 had one or more handwritten corrections. Handwritten corrections cannot be processed by the Optical Character Reader; therefore, each occurrence requires the stopping of the automatic reading process and manual insertion of the handwritten information, plus all other valid typed text on the same line as the correction. At best, this is a tedious, time consuming process and requires careful and controlled operator actions. In the time required to process each handwritten insertion, the OCR can process one complete page of clean text. The number of corrections required compounds the delay of the DDO's traffic as well as that of the other Directorates. To minimize the need for handwritten corrections it is strongly recommended that cables and telepouches be coordinated in draft whenever possible.

3. The Agency is faced with position and personnel reductions, yet our electrical correspondence continues to increase. If the trend continues, conceivably there will be a further degradation in service. In order to provide you with the best service possible, we need your help. Additional surveys will be conducted

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periodically. If improvement is not realized during the April 1979 survey, I will instruct the Headquarters Signal Center/Cable Secretariat to return selected routine cables and telepouches, with handwriting, to the originating office for retyping.

4. Attached is a listing of the most recent survey pertaining to your Directorate. Your cooperation in this matter will be deeply appreciated.

/ s/ Don Wortman

Don I. Wortman

Attachment:
As stated

ORIGINATOR:



Director of Communications

Distribution:

- Orig. - Addressee w/att
- 2 - DDA w/att
- 1 - return to D/CO w/att

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18 APR 1979

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DIVISION or STAFF	MESSAGES/ TELEPOUCHES PROCESSED	MESSAGES/TELEPOUCHES WITH HANDWRITTEN CORRECTIONS	TEXTUAL CORRECTIONS	ORIGINATION/ DISSEMINATION CORRECTIONS
EUR	571	399 or 69.9%	238 or 41.7%	161 or 28.2%
NE	281	147 or 52.3%	97 or 34.5%	50 or 17.8%
EA	278	163 or 58.6%	87 or 31.3%	76 or 27.3%
AF	225	179 or 79.6%	104 or 46.3%	75 or 33.3%
LA	210	158 or 75.2%	86 or 40.9%	72 or 34.3%
	191	141 or 73.8%	81 or 42.4%	60 or 31.4%
SE	87	68 or 78.2%	38 or 43.7%	30 or 34.5%
SCO	76	61 or 80.3%	46 or 60.6%	15 or 19.7%
PCS	52	42 or 80.8%	34 or 65.4%	8 or 15.4%
DDO	13	6 or 46.2%	1 or 7.7%	5 or 38.5%
CI	10	3 or 30.0%	2 or 20.0%	1 or 10.0%
DCD	7	6 or 85.8%	3 or 42.9%	3 or 42.9%
IAD	3	3 or 100%	2 or 66.7%	1 or 33.3%
TOTALS:	2004	1376 or 68.7%	819 or 40.9%	557 or 27.8%

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